

# Case Study: Conducting Transparent Fact-Based Negotiations in Infrastructure and Outsourcing

Opera gains in-depth visibility into underlying cost structures, vendor advantages, and margins, allowing us to establish vendor contracts at fair-market value. In the instance below, this visibility, coupled with our negotiating expertise, allowed the client to save 28% versus the baseline.

## BACKGROUND

- IT services were provided internally
- Above-market fixed cost structure
- IT infrastructure continually outdated
- Client was experiencing scalability issues

## ACTION

- Conducted RFP for IT Outsourcing with top 3 global vendors
- Outsourced IT infrastructure (mainframe, distributed, storage, end-user computing and help desk) to a top tier-1 vendor

## IMPACT

- Achieved savings of \$1.9B over 7 years (28% of projected baseline)

## RESULTS: IT OUTSOURCING CONTRACT SAVINGS

### 7 Year Cumulative Saves \$MM

